EEO Complaint Tracking V. 2.0 User Manual
April 1995

Introduction

The EEO Complaint Tracking software allows automated access for entry, review and printing of specialized EEO reports and establishes a nationally consistent medium for collection of EEO complaint information.

Automated tracking and delivery of information enhances this package in the rapid availability of information. Proper assignment of menus will control entry of data into the package and establish communication between station and the National EEO Database.

There are three levels of use in the EEO tracking system:

>   1. The facilities will receive the EEO Complaint Tracking, and EEO Counselors Menus (described in this manual). Assignment of these menus should follow the guidelines under the Package Management section. At the facility level, EEO Complaint Tracking software will reside in DHCP.

>   2. The Regions have two main menus which reside on the National EEO data base situated at the Hines ISC:

>>   a. The EEO Complaint Tracking Menu (described in this manual) for users who need access for entering, editing and reviewing EEO data.

>>   b. An EEO manager menu for users that are considered managers of the Regional EEO data, who will edit EEO records, close and delete records, group stations, and view the data.

>   3. The VACO users have two main menus which reside on a National EEO data base situated at the Hines ISC:

>>   a. The EEO Complaint Tracking Menu (described in this manual) for users who need access for entering, editing and reviewing EEO data.

>>   b. An EEO manager menu for users that are considered managers of the EEO data.

Changes to complaint information will be transmitted during the off-peak hours to the National EEO Data Base automatically by a tasked option. However if the need arises for an immediate update to the central data base there is also an option that allows transmission for individual complaints located under the EEO Complaint Tracking Station Menu.

The EEO Complaint Tracking package will allow processing and updating of complaints in a professional manner with features that include processing times/dates and unique, computer-generated case numbers.

The EEO Complaint Tracking package deals with the gathering and transmitting of data to the central database for the following EEO complaint issue codes:

Admonishment
Assignment of Duties
Award
Conversion to Full Time
Demotion
Duty Hours
Equal Pay
Examination/Test
Failure to Hire
Failure to Promote
Harassment
Non-Selection
Other
Performance Appraisal
Reassignment
Reinstatement
Reprimand
Retirement
Sexual Harassment
Suspension
Termination/Removal
Time and Attendance
Training
Whistle blowing (EEO related)
Working Conditions

This software is designed to be used as a tool to:

- Enter and edit station EEO complaints by the EEO officer, specialist and/or counselor who is the user of this system.

- Automate transmittal of EEO information to the national database for access by the regional and VACO managers.

- Manage and track the EEO data at the regional and VACO levels.

Purpose
This manual is designed to help the station (facility, region, and/or VA Central Office) user understand the content and operation of the EEO Complaint Tracking Menu for the Equal Employment Opportunity (EEO) Complaint Tracking software.

Scope
The software was designed to support facility, regional, and central office EEO complaint reporting and tracking needs. The instruction in this manual concerns the station level menu options.

Audience
The intended users of the software are station EEO officers, specialists, and counselors who in the course of their duties are responsible for some portion of the reporting or review of these EEO complaints. **It is important to understand that the term station can be a facility, a region, or a VACO user.**

All EEO information is confidential and subject to the Privacy Act.

Orientation

How to Work with the System

Is this chapter for you?
If you're just learning to use DHCP software, this chapter will introduce you to a small but important part of the DHCP world– signing on, entering data, and getting out. You do not have to be a computer expert to use DHCP software or know a lot of technical terms. You do have to follow instructions. And, in general, you need to be curious, flexible, and patient. This chapter will help you get started. If you are an experienced DHCP user, this chapter can serve as a reminder.

Other Resources
If you are not familiar with DHCP software applications, we recommend that you study *The DHCP Users Guide to Computing*. This orientation guide is a comprehensive handbook benefiting first time users of any DHCP application. The purpose of the introductory material is to help you become familiar with basic computer terms and the components of a computer. It is reproduced and distributed periodically by the Kernel Development Group. To request a copy, contact your local Information Resource Management (IRM) staff

How Does DHCP Work?
Decentralized Hospital Computer Program (DHCP) software packages use the computer in an interactive fashion. An interactive system involves a conversation with the computer. The computer asks you to supply information and immediately processes it. You will be interacting with the software by responding to prompts (the questions) in the program. Your responses are recognized by the computer when you complete the interaction by pressing the Return or Enter key.

DHCP software is menu-driven. A menu is a screen display which lists all of the choices (options) available. You will see only the menus, options, and functions which you have security clearance to use. Once you have made a selection, the software can branch to another menu (submenu) or you might be asked to answer questions which allow the computer to perform tasks.

How to Sign-on

The procedure for establishing a link to the terminal involves access and verify codes. These codes are assigned by IRM staff. Contact your supervisor if you need these codes. For security reasons, the access code and verify code are not displayed on the terminal screen when you type them in. Please do not write your code down or reveal it to others. The sign-on banner shows the date and time when you last signed on. The banner also shows if the account had any unsuccessful attempts at logon. Periodically, you will be required to change your verify code

Press the Return key on the keyboard. A blinking cursor will appear on the terminal. You will then see:

> `ACCESS CODE:`   Enter your assigned access code
>
> `VERIFY CODE:`   Enter your assigned verify code

How to Stop

In most cases, when you begin an option you will continue through it to a normal ending. At times however, you might want to exit the option to do something else. To stop what you are doing, enter an up-arrow (^). You can use the up-arrow at almost any prompt to terminate the line of questioning and return to the previous level in the routine. Continue entering the up-arrow or enter **^CONTINUE** from any menu option to completely exit the system.

How to Enter Data

Each message you type in must be followed by pressing the Return key (or Enter key on some keyboards) to indicate you have completed that entry. In many cases, you need only enter the first few letters (called shortcut synonyms) of an option or field, and the computer fills in the rest. Shortcut synonyms help increase speed and accuracy.

If you want to bypass a prompt, press the Return or Enter key and the computer will go on to the next question. You will be allowed to bypass a question only if the information is not required to continue with the option.

Some typists use the lower case "L" for the number "1" and the letter "O" for zero. Please keep in mind that with this software the number "1" and the letter "l" are not interchangeable. Also the number "0" and the letter "O" are not interchangeable.

How to Obtain Help

If you need assistance while interacting with the software, enter a question mark or two to receive on-line help.

     ?   Entering a single question mark at a prompt will provide a brief help message.

     ??   Two question marks entered at a prompt will provide a more extensive description and/or a list of choices appropriate to the prompt.

Responding to Prompts

When the computer prompts you for information, typically a colon (:) will follow. Several types of prompts may be used including yes/no, select, and default. Prompts can be a field in a file, like the basic prompt shown below:

`DATE OF BIRTH:`   This type of prompt is waiting for you to enter a value, like March 3, 1960. Don't forget to complete your interaction by pressing the Return or Enter key.

Select Prompt

If the answer to the prompt is a choice of several alternatives, the question can appear prefixed with the word "Select", as below:

```
Select PATIENT NAME:
```

Yes/No Prompt

If the question requires either a Yes or No response (in which case simply Y or N, upper or lower case, is acceptable), the question can be followed by a question mark rather than a colon.

```
ARE YOU SURE?
```

Sometimes, the text of the question will include, within parentheses, the different allowable responses that you can make to that question:

```
ARE YOU SURE (Y/N)?
```

Default Prompt
Sometimes the question the computer is asking you has a standard expected
answer. This is known as the default response. In order to save you the trouble of
typing the most probable answer, the computer provides the answer followed with a
double slash (//) or the word replace. You either enter nothing (also known as a null
response) by pressing the Return key to accept the default response as your answer,
or you can type a different response:

```
        IS IT OKAY TO DELETE?  NO//
```

Invalid Response

The computer software checks each answer immediately after it is entered.
Whenever the computer determines that an answer is invalid for any reason, it
beeps, displays two spaces and two questions marks, and repeats the question on a
new line.

LAYGO
DHCP software checks your answers against an internally stored table of valid
answers. If your answer is not stored in this table but the Learn-As-You-GO
(LAYGO) mode is allowed, the computer adds your response as one of those valid
answers. If LAYGO mode is allowed then an example dialogue goes something like
this:

`        ARE YOU ADDING A NEW CLINIC?`   If you respond with a Y (or YES or yes), the
software adds the new clinic in its validation table and accepts the answer. If
anything other than Yes is entered, the original answer will be invalidated and the
question will be repeated.

How to Enter Dates and Times

When the acceptable answer to a question is a date, use the following answer formats. Note that the response is not case sensitive, upper or lower case input is acceptable:

```
JULY 20, 1969
7/20/69
20 JUL 69
10jul69
10 jul 69
072069
TODAY or Today or T or t        (today)
TODAY+1 or T+1 or t+1    (tomorrow)
TODAY-7 or T-7 or t-7   (one week ago)
TODAY+3W or T+3W or t+3w        (3 weeks hence)

NOW+1H       (present time plus one hour)

NOW+4M       (present time plus four months)

NOON  (12:00 p.m.)

MID   (12:00 a.m.)
```

(NOW and MID prompts may only be used in response to Queuing Prompts with EEO Complaint Tracking V.2.0.)

The year portion of the date can be left off; normally the system will assume current year. Occasionally, the software will allow you to enter a time-of-day in connection with a date, for example, 4:00 P.M. on July 20, 1994. To do this, type the date in one of the above forms followed by an at sign (@), followed by the time. For example, you might enter:

```
20 JUL 94@4PM
```

In this mode, you can enter time either as military (four digit) time, hour AM/PM, or hour:minute:second AM/PM, or simply NOW (or Now or now) for the current date/time.

The colon (:) can be omitted and AM/PM can also be omitted if the time being entered is between 6 A.M. and 6 P.M. Thus, today at 3:30 P.M. can be entered as:

```
T@330
```

Use MID as a response to mean 12:00 A.M. (midnight) and NOON as a response to mean 12:00 P.M. for time associated with dates:

```
T+3W@MID
```

Making Corrections

When you want to delete an answer previously entered, without substituting any other answer, enter an at sign (@) as a response to that prompt. This leaves the answer blank.

`DATE OF BIRTH:  May 21, 1946//@` In this example, the date on file has been erased and now there is no answer to the "DATE OF BIRTH" prompt; it is null.

The system will ask you to confirm that you really intend to delete the information. You may not be able to delete a response if the information is required:

`ARE YOU SURE?` This question is a safety feature, giving you a chance to change your mind now, without re-editing later.

Spacebar Recall Feature

When using this software, you might want to answer a prompt with a code meaning *the same as before*. The computer is capable of remembering what your last response(s) were the last time you signed on. This feature is called spacebar recall and employs the spacebar and Return keys.

You generally can repeat information you entered the first time by entering a space and pressing the Return or Enter key. For example, you may not have entered all information available on the complainant you just finished editing. The next time you are asked for the complainant's name, you can enter a space and press the Return key and the computer will enter the same complaint.

Printing Reports

Frequently, when you have finished some data entry you will be asked if you wish to print the record, file, or report. You can display the report on your terminal screen or produce a paper copy. You will be prompted to enter a device number of the printer you want to use. If you do not know the device number of the printer, you can type in a question mark for a list of printers. In some cases the device you will use has already been decided for you and you will not be asked where you want to print. If you need assistance in determining the device number, ask your application coordinator or site manager.

Right Margin
Sometimes you will be asked to specify the right margin of the report. You will not
be asked this in all cases as the information might be preset for the device you
specify and a default answer provided. Nevertheless, your choices are simple.
Generally, "80" is used for standard size paper or for displaying on the terminal
screen; "132" is used for wider paper.

```
        DEVICE:                         Right Margin: 80//
```

Display the Report on the Terminal Screen
Display is the word used to indicate data printed to a terminal screen rather than
on paper. At the DEVICE prompt, if you want to view a report on your screen,
press the Return key. Normally, if you do not specify a device number, the
information will print on your screen. After the screen fills with the first page of
the report, you will be prompted to press the Return key to continue with the next
screen of data. The process is repeated at the bottom of every screen. You can exit
the option at any time by entering an up-arrow (^).

```
        Press <RET> to continue, or '^' to quit
```

Queue Report to a Printer
If you want to queue your output to run in the background, type the letter Q at the
DEVICE prompt. Next, you will be prompted to enter a device number of the
printer you want to use. Finally, enter the date and time you would like the report
to print.

```
        DEVICE:      Enter the letter Q to queue the print job.
        DEVICE:      Enter the device name or number.
```

`Requested Start Time:  NOW//`   Press the Return key or enter a time here
using the date and time formats discussed above (e.g., NOW+1 for one day from
now).

The format of this manual is summarized in the Table of Contents. The Glossary
defines general terms relevant to EEO Complaint Tracking and computer use.

This software uses basic VA FileMan. For reference, use the <u>User's Guide to
Computing</u>. In particular, familiarize yourself with the sections which cover
signing on, exiting, entering/editing data, and word processing.

Complainant Lookup

When prompted to enter a complainant name following "Select Name:", use at least the first two letters of the last name to identify the complainants name you wish to edit. If this is a new complainant or complaint you must enter the complete name.

<RET>

The <RET> symbol is used throughout this manual to designate the use of the return or enter key.

Bold Print

Bold print is used throughout this documentation for all user input in the instructional portions of the manual.

Package Management

Personal data within this package is covered by the Privacy Act. Access to the software should be restricted to those personnel who meet the station's established access criteria to data contained in the EEO complaint reporting program.

Menu Assignments

Two menu options and a security option are available for assignment with EEO Complaint Tracking version 2.0. Following is a description of these menus and who should receive them.

EEO Complaint Tracking Menu

Have IRM assign this menu to all those who need to view/edit all the formal complaints. Normally this would include the EEO specialists, the EEO manager, EEO Officer and perhaps some EEO data entry personnel. This is the main menu for the EEO system and as such contains the abilities to add/edit, inquire, print and design reports, and transmit data to the national data base at the Hines ISC. EEO counselors would not normally be assigned this menu.

EEO Counselor's Menu

This menu should be assigned to any/all EEO Counselors. The EEO Complaint Tracking Menu contains everything the EEO Counselor menu contains except for the ability to print counselor letters. Note that anyone using this menu will only be able to enter information on a complaint while it is in the informal stage. Once a formal complaint has been filed it can only be edited through the EEO Complaint Tracking Menu.

EEO Counselor's Security

In addition to the above two menu options another option, EEO Counselor's Security, must be assigned to either the EEO Manager or delegate. This option will assign counselor security, which is the ability to enter/edit informal complaint data in a pre-formal complaint, to a counselor, specialist etc.   Only the user who makes the original entry of a complaint will have access to that complaint until it becomes formal, unless that complaint is reassigned through this option.

Package Operation

Objective

This instructional guide is designed to provide step-by-step instructions on the use and management of the EEO Complaint Tracking Version 2.0 software. Please refer to the Orientation section of this manual and the <u>Users Guide to Computing</u> for general instructions on the use of the software.

The EEO Complaint Tracking Menu will be the primary entry point for most complaint and complainant information. This menu will allow entry of complaints, inquiry to the nature and progress of these complaints, and the ability to print reports summarizing the station complaints.

The EEO Complaint Tracking Menu should be given to users responsible for entering and editing EEO formal complaint information. The examples on the following pages will walk you through the options that are available within that menu.

        EEO Complaint Tracking Menu...
            Enter/edit EEO files
                Add/Edit Informal Compl. Info.
                Enter/Edit Formal Complaint Info
                Enter/Edit Investigation Info.
            Inquire EEO Complaint File...
                Complainant Inquiry
                Complainant Status Inquiry
            Station Report...
                Timeliness Report (132)
                Print Complaint Intake Form
                EEO Adhoc Report Generator
            Transmit a Single EEO Complaint

The EEO Counselor's Menu will also be available with EEO Complaint Tracking Version 2.0. This menu should (optionally) be assigned to all active counselors for tracking of the informal status complaints assigned to them. Through this menu the Counselor will be able to enter/edit information on informal complaints. After a complaint becomes formal the counselor may still use the other options under the Counselor's Menu, but may no longer enter or edit any informal information on the formal complaint. These examples will be detailed following the EEO Complaint Tracking Menu examples.

> Add/Edit Informal Compl. Info.
> Print Complaint Intake Form
> Notice of Final Interview
> Notice of Rights and Responsibilities
>   *EEO Counselor Security option   Reassign Counselor Security

*Note that this option is independent of a menu and should only be assigned to the EEO Manager or delegate. Through this option access to informal complaints may be reassigned to the responsible counselor. The counselor security is initially and automatically assigned to whoever makes the initial entry of a complaint into the EEO system.

EEO Complaint Tracking Menu
Enter/Edit EEO Files Menu
Add/Edit Informal Compl. Info

Use this option to enter or edit an EEO complaint that is new or still in the informal complaint stage. The person who initially enters information on a complaint through this option will automatically be assigned the edit (Counselor) security for that complaint and will be the only person allowed to enter further information on this complaint until either the complaint becomes formal, or the edit (Counselor) security for this complaint is reassigned through the EEO Counselor's Security option. Security for informal complaint information is handled this way to insure confidentiality of the pre-formal complaint.

Prompt/**User Entry**:

Directions:

```
Select Enter/edit EEO files Option: 1  Add/Edit
Informal Compl. Info.
Select NAME: MCKINNEY,MOLLY
  ARE YOU ADDING 'MCKINNEY,MOLLY' AS A NEW EEO
COMPLAINTS? Y  (YES)
COMPLAINANT: MCKINNEY,MOLLY// <RET>
STREET ADDRESS: 305 SOUTH WASHINGTON AVE
CITY: LUDINGTON
STATE: MICHIGAN
ZIP CODE: 49454
```

At the name prompt, enter the name of the complainant. If this was the edit of an existing complainant, an entry of at least the first 2 letters is necessary. If the complainant already has an outstanding complaint and you want to enter a new complaint for the same complainant, enclose his name in quotes.

```
SERVICE: DENTAL
JOB TITLE: COMPUTER SPECIALIST




POSITION/GRADE: GS-0334-11
```

Enter the service to which the complainant belongs. This points to the NATIONAL SERVICE file (#730).

Enter the Pay Plan-Series-Grade (i.e., GS-0334-12)

Enter address information on the Complainant's representative.

```
REP'S NAME: WHOWILL,TEDDY
REP'S PHONE NO.: 555-1212
REP'S STREET ADDR.: 505 SOUTH MAIN
REP'S CITY ADDR.: SCOTTVILLE
REP'S STATE ADDR.: MICHIGAN
REP'S ZIP CODE: 49454
DATE OF INCIDENT:  FEB1  (FEB 01, 1995)
DATE INITIAL CONTACT/INTERVIEW: FEB2  (FEB 02,
1995)
```

EEO Complaint Tracking Menu
Enter/Edit EEO Files Menu
Add/Edit Informal Compl. Info

Prompt/**User Entry**:

DATE EXTENSION REQUESTED: **FEB8** (FEB 08, 1995)
LENGTH OF EXTENSION GRANTED: **10**
DATE UNION GRIEVANCE FILED: **FEB20** (FEB 20, 1995)
DATE MSPB APPEAL FILED: **<RET>**
DATE OF INFORMAL RESOLUTION: **<RET>**
DATE NOTICE OF FINAL INTERVIEW: **FEB12** (FEB 12, 1995)

Select BASIS: **AGE**
  ARE YOU ADDING 'AGE' AS A NEW BASIS (THE 1ST FOR THIS EEO INFORMAL COMPLAINTS)? **Y** (YES)
Select BASIS: **<RET>**

Select ISSUE CODES: **CONVER**SION TO FULL TIME
  ARE YOU ADDING 'CONVERSION TO FULL TIME' AS A NEW ISSUE CODES (THE 1ST FOR THIS EEO INFORMAL COMPLAINTS)? **Y** (YES)
  DATE OCCURRED: **FEB1** (FEB 01, 1995)
Select ISSUE CODES: **"CONVERSIO"**N TO FULL TIME
  ARE YOU ADDING 'CONVERSION TO FULL TIME' AS A NEW ISSUE CODES (THE 2ND FOR THIS EEO INFORMAL COMPLAINTS)? **Y** (YES)
  DATE OCCURRED: **FEB5** (FEB 05, 1995)
Select ISSUE CODES: **<RET>**
ISSUE CODE COMMENTS: **UP TO 120 CHARACTERS MAY BE ENTERED HERE RELATING TO THE ISSUE CODES.**
Select CORRECTIVE ACTION: **CEAS**E PRACTICE COMPLAINED OF
  ARE YOU ADDING 'CEASE PRACTICE COMPLAINED OF' AS A NEW CORRECTIVE ACTION (THE 1ST FOR THIS EEO INFORMAL COMPLAINTS)? **Y** (YES)
Select CORRECTIVE ACTION: **<RET>**

Directions:

If an extension to file was granted, enter the length of that extension here.

You may now select as many Basis or Issue codes that are applicable to the complaint.

Notice that the date of occurrence is now associated with the Issue Code.

If there is more than one date of occurrence for an Issue Code this Issue Code should be entered as many additional times as necessary within quotations so that the additional date of occurrence may be entered.

Enter the same Corrective Actions here as you would on Form 0210.

```
NARRATIVE INFORMATION:
  1>This field will contain whatever
information that you would like to appear on
the computer generated Complaint Intake Form
(0210).
  2><RET>
EDIT Option: <RET>
DATE COUNS. INFORMED OF F.C.: FEB20  (FEB 20,
1995)
DATE COUNSELOR FILED REPORT: FEB20  (FEB 20,
1995)


Do you want to change the Status of
this Complaint to Formal?  Note
that once changed you may not be
able to further edit some Informal
information and will not be able to
access this complaint through the
counselor's edit options.


Change to Formal Status ? NO// YES
DATE FORMAL COMPLAINT FILED: FEB20  (FEB 20,
1995)
```

This is a word processing field that will allow you to enter as much information as needed and will appear on the Initial Complaint Intake Form.

To make a complaint that was entered through this option formal, the person with the Counselor Security would need to enter a date into the DATE FORMAL, COMPLAINT FILED field through the Enter/Edit Formal Complaint option, or answer yes at this prompt.

```
Select NAME: <RET>
```

This will return the user to the Enter/Edit EEO Files Menu.

EEO Complaint Tracking Menu
Enter/Edit EEO Files Menu
Enter/ Edit Formal Complaint Info.

This option allows the user to enter most of the non-investigation formal complaint information to formal complaints, note that a complaint can only be made formal by the person with the Counselor Security.

Prompt/ **User Entry**:

```
Select Enter/edit EEO files Option: 2  Enter/Edit
Formal Complaint Info

Enter/edit station EEO information.
Select NAME:  ATTOR,WAYNE J.         P-546-157
     --
DATE FORMAL COMPLAINT FILED: JAN20  (JAN 20, 1994)


COUNSELOR'S NAME: SPOT,JOHN//  <RET>


OFFICE COMPLAINT FILED WITH:  ?
     CHOOSE FROM:
       OEO      Office of Equal Opportunity
       CO       Central Office
       STN      Station
       SEC      Secretary of Veteran Affairs
OFFICE COMPLAINT FILED WITH: OEO  Office of Equal
Opportunity
DATE COMP REC'D BY EEO OFF.: JAN26  (JAN 26, 1994)
DATE OF LETTER OF ACKNOW.: FEB1  (FEB 01, 1994)
DATE REQUEST FOR ADD'L INFO: JAN 10 (JAN 10, 1994)
DATE ADDITIONAL INFO. RECEIVED: JAN14 (JAN 14,
1994)
DATE TO OGC FOR ACC/REJ: FEB3  (FEB 03, 1994)
DATE ACCEPTED BY OGC: FEB7  (FEB 07, 1994)
DATE DISMISSED BY OGC: <RET>
DATE COMPLAINT ACCEPTED BY STN: FEB13   (FEB 13,
1994)
DATE INVESTIGATOR REQUESTED: FEB14  (FEB 14, 1994)
DATE COMP SENT ADV/RIGHTS: MAR15  (MAR 15, 1994)
DATE COMP RECEIVED ADV/RIGHTS:  MAR17  (MAR 17,
1994)
DATE COMP MAKES ELECTION: MAR24  (MAR 24, 1994)
OEO NUMBER: 94-0012
DATE TO OGC FOR FINAL DECISION: MAY29  (MAY 29,
1994)
DATE EEOC HEARING REQUESTED: APR1  (APR 01, 1994)
DATE EEOC HEARING CONDUCTED: APR16  (APR 16, 1994)
```

Directions

To edit a Complainant using this option the complaint must have an entry in the DATE FORMAL COMPLAINT FILED field, or the user must have Counselor Security for this complaint.

Counselor's name must exist in the NEW PERSON file (#200).

This prompt is for where the complaint was filed. If filed with more than one of the choices enter the selection that was the initial source of your notification of the formal complaint.

For all date fields enter the date that corresponds to the event referenced by the prompt.

EEO Complaint Tracking Menu
Enter/Edit EEO Files Menu
Enter/ Edit Formal Complaint Info.

```
EEOC APPEAL: MAY1   (MAY 01, 1994)
EEOC APPEAL RESOLUTIONS: ENTER A SHORT SUMMARY OF
THE APPEAL
EEOC APPEAL #2:   <RET>

DATE FINAL AGENCY DEC. ISSUED: JUNE1  (JUN 01,
1994)
DATE CIVIL ACTION FILED:  JUNE1  (JUN 01, 1994)
CIVIL ACTION RESOLUTIONS: <RET>
Enter/edit station EEO information.

Select NAME:  <RET>
```

If there were EEOC appeals, short summaries (120 characters) are now allowed.

This will return the user to the Enter/Edit EEO Files Menu.

EEO Complaint Tracking Menu
Enter/Edit EEO Files Menu
Enter/ Edit Investigation Info

When employing this option the station user will be able to enter investigator information on any formal complaint. This function had been reserved for the regional EEO managers in the previous version.

Prompt/ **User Entry**:   Direction:

```
Select Enter/edit EEO files Option: 3
Enter/Edit Investigation Info.
```
To edit a Complainant using
this option the complaint must
```
Enter/edit station EEO information.
```
have an entry in the DATE
```
Select NAME:  ATTOR,WAYNE J.    94-546-157
01-20-94
```
FORMAL COMPLAINT FILED
field or have Counselor Security
for this complaint.

Enter the date that the initial
investigator was assigned.

```
INITIAL INV DATE ASSIGNED:  MAR1  (MAR 1, 1994)
```
As many investigators as are
necessary may now be entered.
This field points to the new
INVESTIGATOR file (787.5).

```
Select INVESTIGATOR'S NAME: KAKEFIELD,MARILYN
  ARE YOU ADDING 'KAKEFIELD,MARILYN' AS
    A NEW INVESTIGATOR'S NAME (THE 1ST FOR THIS
EEO COMPLAINTS)? Y  (YES)
  INVESTIGATOR DT ASSIGNED: MAR 1,1994
```
If the Investigator has a type on
file it will be supplied in the
default response at this prompt
if the INVESTIGATOR DATE
ASSIGNED field has a value.

```
  TYPE: RETIRED ANNUITANT//  <RET>
  INV FINDING:  <RET>
  INV REVIEW ASSIGNED TO:  <RET>
  INV REVIEW ASSIGNED DATE:  <RET>
  INV REPORT RELEASE DATE:  <RET>
Select INVESTIGATOR'S NAME:  <RET>
```
The date the approved
investigator report is received
by the site.

This will return the user to the
Enter/Edit EEO Files Menu.

```
INV REPORT RECEIVED DATE: MAR13  (MAR 13, 1994)
```



```
Enter/edit station EEO information.
Select NAME:   <RET>
```

EEO Complaint Tracking Menu
Inquire EEO Complaint File Menu
Complainant Inquiry

This inquiry option will display information concerning complainant demographic, investigator, and non-date complaint information. Note that both inquiries will now display fields whether populated or not.

Prompt/ **User Entry**:   Directions:

```
Select Inquire EEO Complaint File Option: 1
Complainant Inquiry
Select Complainant: ATTOR,WAYNE J.  94-546-157
01-20-94
  ANOTHER:  <RET>
```

Enter the complainant's name(s), only formal complaints may be displayed under this option.

Enter the name of the printer or strike the <RET> key to print to the screen. See example below.


```
DEVICE: HOME//    <RET>  HOME    RIGHT MARGIN:
80//  <RET>
```

```
EEO COMPLAINANT INQUIRY                    AUG  1,1994  15:36    PAGE 1
--------------------------------------------------------------------------------

COMPLAINANT:  ATTOR,WAYNE J.            CASE#:  94-546-157   OEO# 94-0012
  ADDRESS:  505 SOUTH MAIN STREET
            SCOTTVILLE MICHIGAN 49454
 SERVICE:  INFORMATION SYSTEMS CENTER
 GRADE:  GS-0334-11                    JOB TITLE:  COMPUTER SPECIALIST
REPRESENTATIVE:  NOW,HOWARD            PHONE:  616-345-4888
  ADDRESS:  11283 WASHINGTON AVE
            ALLENDALE MICHIGAN 49401
 COUNSELOR NAME:  STOKES,BEN
 OFFICE FILED WITH:  Office of Equal Opportunity
 BASIS:
      AGE
      SEX-MALE
ISSUE CODES:                           ISSUE CODE DATE:
     ADMONISHMENT                        JAN  3,1994
 ISSUE CODE COMMENTS:
   Enter up to 120 characters for further elaboration on the case.
 INV. REQ.:  FEB 14,1994               INIT. INV. ASSIGNED:   MAR  1,1994
 INV. NAME:  WAKEFIELD,CAROLYN         TYPE:  MAR  1,1994
 INV. DATE ASSIGNED:                   Findings of Discrimination
 INV. REVIEW ASS. TO:                  DT ASSIGNED:
 INV. REPT. RELEASED:

 INV. APPROVED REPORT REC'D:  MAR 13,1994
 CORRECTIVE ACTION:
     RETROACTIVE PROMOTION W/BACKPAY
 COMPLAINT STATUS:  HEARING PND
```

EEO Complaint Tracking Menu
Inquire EEO Complaint File Menu
Complainant Status Inquiry

This option will display the complaints date and calculated fields.

```
Select Inquire EEO Complaint File Option: 2
Complainant Status Inquiry
Select Complainant: ATTOR,WAYNE J.  94-546-157
01-20-94
   ANOTHER:  <RET>
```

Again enter the complainant's name(s), only formal complaints may be displayed under this option.

Enter the name of the printer or strike the <RET> key to print to the screen. See example below.

```
DEVICE: HOME//  <RET>  HOME    RIGHT MARGIN:
80//  <RET>
```

```
EEO COMPLAINANT INQUIRY                    AUG  1,1994  15:37    PAGE 1
------------------------------------------------------------------------------- -------------

COMPLAINANT:ATTOR,WAYNE J.              CASE#:94-546-157   OEO# 94-0012
 DATE OF INCIDENT :JAN  3,1994          DATE INITIAL CONTACT:  JAN  8,1994
 DT NOTICE OF FINAL INTER.:  JAN 16,1994    DATE REQ. ADD'L INFO:  JAN 10,1994
 DATE INFORMAL RESOUL.:
 TOTAL COUNSELOR'S DAYS:  8             FORMAL COMPLAINT DATE:  JAN 20,1994
 DATE UNION GRIEVANCE:                  DATE APPEAL TO MSPB:
 COUNS. INFORMED OF F.C.:  JAN 20,1994  DT COUNS. FILED REPORT:  JAN 22,1994
 TOTAL COUNSELOR REPORT DAYS:  2
 DT REC'D BY EEO OFFICER:  JAN 26,1994  DATE LETTER OF ACKNOWL.:  FEB  1,1994
 DATE TO OGC FOR ACC/REJ:  FEB  3,1994  DATE ACCEPTED BY OGC:  FEB  7,1994
 DATE DISMISSED BY OGC:
 TOTAL DAYS OGC ACC/REJ:  4
 COMPL. ACCEPT. BY STATION:  FEB 13,1994
 TOTAL DAYS ACCEPTANCE:  18
 TOTAL DAYS TO ASSIGN INV.:   10
 TOTAL INVESTIGATION DAYS:  12
 COMPL. SENT ADVISE/RIGHTS:  MAR 15,1994   COMPL. REC'D ADV/RGHTS:  MAR 17,1994
 COMPL. MAKES ELECTION:  MAR 24,1994
 TOTAL DAYS FOR ADVISE/RIGHTS:  2
 TOTAL DAYS TO MAKE ELECTION:  7        DATE EEOC HEARING REQ'D:  APR  1,1994
 TOTAL DAYS TO REQ. EEOC HEAR:  9
 DATE EEOC HEAR. CONDUCTED:  APR 16,1994   TOTAL DAYS FOR EEOC HEAR.:  15
 EEOC APPEAL:  MAY  1,1994              EEOC APPEAL #2:
 DATE FINAL AGENCY DECIS. ISS.:  JUN  1,1994
 TOTAL DAYS FOR OGC FINAL DEC.:
 DATE CIVIL ACTION FILED:
 TOTAL DAYS FOR F.A.D.:
 DATE CLOSED:
 REASON CLOSED:
 180 DAYS:  56                         TOTAL PROCESSING DAYS:  193*

        * Denotes ongoing computations which are still active
```

EEO Complaint Tracking Menu
Station Report Menu
Timeliness Report

This report is used for keeping the Director informed of the various processing times between the date each complainant files a formal complaint and the date the complainant receives his advisement of rights. This is the period for which the station and Director are responsible for timely complaint processing.

Prompt/ **User Entry**:   Directions:

```
Select Station Report Option: 1  Timeliness
Report
(132)      EEO Complaint Status Timeliness
Report
START WITH COMPLAINT STATUS: FIRST// <RET>
```

At this prompt individual Complaint Status's may be selected or accept the default for all complaints.

Enter the name of the printer or strike the <RET> key to print to the screen.

```
DEVICE: <RET> DEV-HOME(16)-PORT-132  HOME 132
CPI
```

Notice on the output that if a complaint is not yet formal the full case number will be shown in place of the complainant's name. Also if there is no end date for the computation of a field the result displayed will be calculated to today's date and be displayed with an asterisk (for example 107*). This is to alert the user that this field does not yet have an end date and will continue to increase with the passing of each day.

EEO Complaint Tracking Menu
Station Report Menu
Print Complaint Intake Form

This option will print the Complaint Intake Form (Form 0210), for any formal complaint, or informal complaint for which the user is assigned Counselor security. Note that the control number in the lower right hand corner of the complaint intake form is identical on each page of each individual report. If two reports were printed on the same complainant, but at different times, this number would be different on each printing of the report. This is done to insure that different multiple page reports are not mismatched.

Prompt/ **User Entry:**   Directions:

```
Select Station Report Option: 2  Print
Complaint Intake Form
```

This option allows the user to select any complaint for which he has Counselor Security, or which has become formal.

```
Select Complainant: ATTOR,WAYNE J.  94-546-157
01-20-94
DEVICE: HOME//   HOME
```

(Output on following page)

EEO Complaint Tracking Menu
Station Report Menu
Print Complaint Intake Form

```
_____
|VA Department of Veterans Affairs|  EEO COUNSELORS REPORT: COMPLAINT INTAKE  |
|_____|_____|
|1.Name of Complainant            |2.Complainants Service or Department      |
| ATTOR,WAYNE J.                   |    INFORMATION SYSTEMS CENTER            |
|_____|_____|
|3.Complainants Job Title/Grade| DT of Initial Contact| DT Final Interview    |
| COMPUTER SPECIALIST          |    DEC 20, 1993       |    DEC 25, 1993       |
| GS-0334-11                   |                      |                      |
|_____|_____|_____|
|6.Basis of Complaint                                                         |
|                                  |                                          |
|[X] AGE                           |[X] SEX -MALE                             |
|_____|
|7.Issue of Complainant                                                       |
|_____|
| Issue              |Date Occurred|| Issue              |Date Occurred|
|                    |             ||                    |             |
|[X]ADMONISHMENT     |JAN 03, 1994 ||                    |             |
|_____|
|8.BACKGROUND INFORMATION (On a separate piece of paper summarize the circum  |
|stances which led up to the event(s) in dispute.  If the date of the event   |
|was more than 45 calendar days before initial contact with you, also record  |
|the complainant's explanation for his/her untimeliness.)                     |
|_____|
|9.Corrective Action (what resolution are you seeking)                        |
|                                                                             |
| RETROACTIVE PROMOTION W/BACKPAY                                             |
|_____|
|10.Narrative Information (list names, documents, and records)                |
|                                                                             |
| List any information that you want to appear on Form 0210 under the same he |
| ading, note that this is the only field that will not be transmitted to the |
| region.                                                                     |
|                                                                             |
|                                                                             |
|                                                                             |
|                                                                             |
|                                                                             |
|                                                                             |
|                                                                             |
|                                                                             |
|                                                                             |
|                                                                             |
|_____|
|11.Is The Complainant Represented |12.Name and Address of Representative     |
|                                  |                                          |
|                                  |   NOW,HOWARD                             |
| YES                              |   11283 WASHINGTON AVE                   |
|                                  |   ALLENDALE, MI 49401                    |
|_____|
|13.Has the Complainant Filed a Union Grievance:      [X] YES [ ] NO          |
|14.Has the Complainant Filed an MSPB Appeal:         [X] YES [ ] NO          |
|_____|
|15.Typed Name and Signature of EEO Counselor  |16.Date         |Control#     |
| BEN CASEY                                     |                |             |
| COMPUTER SPECIALIST                           |FEB 24, 1995    |425228       |
|_____|
```

EEO Complaint Tracking Menu
Station Report Menu
EEO Adhoc Report Generator

This option allows the user the ability to customize reports on the EEO Complaint
Tracking systems complainant data. Using this option the user can sort by and
print most of the fields in the EEO COMPLAINTS file (785). Below is the full menu
that the user will see when entering this option.

```
Select Station Report Option: 3  EEO Adhoc Report Generator
  Choose From One of the Following Selections:

     1.   FORMAL INFORMATION
     2.   COUNSELOR INFORMATION

Generate EEO Adhoc report: FORMAL//  <RET>
```

```
          ============== EEO ADHOC REPORT Ad Hoc Report Generator ==============

  1   Complainant                       38    Total Days/Ogc Final Decision
  2   State                             39    Date Complaint Accepted By Stn
  3   Case                              40    Total Days Accepta nce
  4   Oeo Number                        41    Date Investigator Requested
  5   Case No.                          42    Initial Inv Date Assigned
  6   Station                           43    Inv Rpt Rc'd Date
  7   Service                           44     Total Investigation Days
  8   Rep's Name                        45    Investigator's Name
      Rep's Phone No.                   46    Type
      Rep's Street Addr.                47    Investigator Dt Assigned
      Rep's City Addr.                  48    I nv Finding
      Rep's State Addr.                 49    Inv Review Assigned To
 13   Counselor's Name                  50    Dt Complainant Sent Adv/Rights
      Rep's Zip Code                    51    Dt Compl Rec'd Advise/Rights
 15   Total Counselor Days              52    Date Compl. Makes Election
 16   Date Of Incident                  53    Total Days Assign Inv.
 17   Date Initial Contact/Interview    54    Date Eeoc Hearing Requested
 18   Date Notice Of Final Interview    55    Date Eeoc Hearing Conduct ed
 19   Date Request For Add'l Info       56    Total Days For Eeoc Hearing
 20   Date Of Informal Resolution       57    Eeoc Appeal
 21   Date Formal Complaint Filed       58    Eeoc Appeal #2
 22   Dt Filed Union Grievance          59    Date Final Agency  Dec. Issued
 23   Dt Filed Appeal With Mspb         60    Date Civil Action Filed
 24   Office Complaint Filed With       61    Date Closed
 25   Dt Counselor Informed Of F.C.     62    Reason Closed
 26   Dt Counselor Filed Report         63    Total Processi ng Days
 27   Dt Complaint Rec'd By EEO Off.    64    Total Counselor Report Days
 28   Issue Codes                       65    Total Days For Advise/Rights
 29   Date Occurred                     66    Total Days To Req Eeoc Hearing
 30   Basis                             67    Total Days To Make Election
      Issue Code Comments               68    Total Days For Fad Decision
 32   Date Of Letter Of Acknow.         69    180 Days
 33   Date To Ogc For Acc/Rej                 Recommended Info. Gathering
 34   Date Accepted By Ogc              71    Corrective Action
 35   Total Days Ogc Acc/Rej            72    Complaint Status
 36   Date Dismissed By Ogc             73    180 Days off Site Processing
 37   Date To Ogc For Final Decision
```

Note that only the fields on this menu that have a number preceding them are
selections available for sorting.

EEO Complaint Tracking Menu
Station Report Menu
EEO Adhoc Report Generator

```
     ============== EEO ADHOC REPORT Ad Hoc Report Generator ==============

1    Complainant                    38   Total Days/Ogc Final Decision
2    State                          39   Date Complaint Accepted By Stn
3    Case                           40   Total Days Acceptance
4    Oeo Number                     41   Date Investigator Requested
5    Case No.                       42   Initial Inv Date Assigned
6    Station                        43   Inv Rpt Rc'd Date
7    Service                        44   Total Investigation Days
8    Rep's Name                     45   Investigator's Name
     Rep's Phone No.                46   Type
     Rep's Street Addr.             47   Investigator Dt Assigned
     Rep's City Addr.               48   Inv Finding
     Rep's State Addr.              49   Inv Review Assigned To
13   Counselor's Name               50   Dt Complainant Sent Adv/Rights
     Rep's Zip Code                 51   Dt Compl Rec'd Advise/Rights
15   Total Counselor Days           52   Date Compl. Makes Election
16   Date Of Incident               53   Total Days Assign Inv.
17   Date Initial Contact/Interview 54   Date Eeoc Hearing Requested
18   Date Notice Of Final Interview 55   Date Eeoc Hearing Conducted
19   Date Request For Add'l Info    56   Total Days For Eeoc Hearing
20   Date Of Informal Resolution    57   EEOC Appeal
21   Date Formal Complaint Filed    58   Eeoc Appeal #2
22   Dt Filed Union Grievance       59   Date Final Agency Dec. Issued
23   Dt Filed Appeal With Mspb      60   Date Civil Action Filed
24   Office Complaint Filed With    61   Date Closed
25   Dt Counselor Informed Of F.C.  62   Reason Closed
26   Dt Counselor Filed Report      63   Total Processing Days
27   Dt Complaint Rec'd By EEO Off. 64   Total Counselor Report Days
28   Issue Codes                    65   Total Days For Advise/Rights
29   Date Occurred                  66   Total Days To Req Eeoc Hearing
30   Basis                          67   Total Days To Make Election
     Issue Code Comments            68   Total Days For Fad Decision
32   Date Of Letter Of Acknow.      69   180 Days
33   Date To Ogc For Acc/Rej             Recommended Info. Gathering
34   Date Accepted By Ogc           71   Corrective Action
35   Total Days Ogc Acc/Rej         72   Complaint Status
36   Date Dismissed By Ogc          73   180 Days off Site Processing
37   Date To Ogc For Final Decision
```

Sort selection # 1 : **1**
Complainant

Enter the number preceding the field that you wish to sort by, in this example the Complainant field (#1) was selected. If you wanted your sort to include more that one field you could enter a string of up to 4 fields separated by commas to organize your sorts (for example 1,5,2,9)
Entering a "?" at this prompt will supply a great deal of assistance for this option.

Sort from: BEGINNING// **AD**

Sort to: ENDING// **POS**

If you wanted all complaints with a value in the first sort field to display or print, the default should be selected at this prompt to sort from the beginning of the field. If only a partial listing is desired this could be achieved by specifying a starting point at this prompt and an ending point at the following prompt.

EEO Complaint Tracking Menu
Station Report Menu
EEO Adhoc Report Generator

```
       ============== EEO ADHOC REPORT Ad Hoc Report Generator ==============

  1 * Complainant                      38    Total Days/Ogc Final Decision
  2   State                            39    Date Complaint Accepted By Stn
  3   Case                             40    Total Days Acceptance
  4   Oeo Number                       41    Date Investigator Requested
  5   Case No.                         42    Initial Inv Date Assigned
  6   Station                          43    Inv Rpt Rc'd Date
  7   Service                          44    Total Investigation Days
  8   Rep's Name                       45    Investigator's Name
      Rep's Phone No.                  46    Type
      Rep's Street Addr.               47    Investigato r Dt Assigned
      Rep's City Addr.                 48    Inv Finding
      Rep's State Addr.                49    Inv Review Assigned To
 13   Counselor's Name                 50    Dt Complainant Sent Adv/Rights
      Rep's Zip Code                   5 1   Dt Compl Rec'd Advise/Rights
 15   Total Counselor Days             52    Date Compl. Makes Election
 16   Date Of Incident                 53    Total Days Assign Inv.
 17   Date Initial Contact/Interview   54    Date Eeoc Hearing Requested
 18   Date Notice Of Final Interview   55    Date Eeoc Hearing Conducted
 19   Date Request For Add'l Info      56    Total Days For Eeoc Hearing
 20   Date Of Informal Resolution      57    EEOC Appeal
 21   Date Formal Complaint Filed      58    Eeoc Appeal #2
 22   Dt Filed Union Grievance         59    Date Final Agency Dec. Issued
 23   Dt Filed Appeal With Mspb        60    Date Civil Action Filed
 24   Office Complaint Filed With      61    Date Closed
 25   Dt Counselor Informed Of F.C.    62    Reason Closed
 26   Dt Counselor Filed Report        63    Total Processing Days
 27   Dt Complaint Rec'd By EEO Off.   64    Total Counselor Report Days
 28   Issue Codes                      65    Total Days For Advise/Rights
 29   Date Occurred                    6 6    Total Days To Req Eeoc Hearing
 30   Basis                            67    Total Days To Make Election
      Issue Code Comments              68    Total Days For Fad Decision
 32   Date Of Letter Of Acknow.        69    180 Days
 33   Date To Ogc For Acc/Rej                Recommended Info. Gathering
 34   Date Accepted By Ogc             71    Corrective Action
 35   Total Days Ogc Acc/Rej           72    Complaint Status
 36   Date Dismissed By Ogc            73    180 Days off Site Processing
 37   Date To Ogc For Final Decision
```

Sort selection # 2 : **<RET>**   If only one sort field was selected at the sort by prompt another prompt for a sort field will be displayed, if there are no more fields that you wish to sort by press return.

Notice that the field that was selected to sort by (#1 Complainant) now has an asterisk to mark it, if there had been other sort fields, they too, would have been marked.

EEO Complaint Tracking Menu
Station Report Menu
EEO Adhoc Report Generator

Now the EEO Adhoc Report Generator will display the print menu, which is basically the same as the sort menu except any field on the menu may be selected to print.

```
============== EEO ADHOC REPORT Ad Hoc Report Generator ==============

 1   Complainant                    38   Total Days/Ogc Final Decision
 2   State                          39   Date Complaint Accepted By Stn
 3   Case                           40   Total Days Acceptance
 4   Oeo Number                     41   Date Investigator Requested
 5   Case No.                       42   Initial Inv Date Assigned
 6   Station                        43   Inv Rpt Rc'd Date
 7   Service                        44   Total Investigation Days
 8   Rep's Name                     45   Investigator's Name
 9   Rep's Phone No.                46   Type
10   Rep's Street Addr.             47   Investigator Dt Assigned
11   Rep's City Addr.               48   Inv Finding
12   Rep's State Addr.              49   Inv Review Assigned To
13   Counselor's Name               50   Dt Complainant Sent Adv/Rights
14   Rep's Zip Code                 51   Dt Compl Rec'd Advise/Rights
15   Total Counselor Days           52   Date Compl. Makes Election
16   Date Of Incident               53   Total Days Assign Inv.
17   Date Initial Contact/Interview 54   Date Eeoc Hearing Requested
18   Date Notice Of Final Interview 55   Date Eeoc Hearing Conducted
19   Date Request For Add'l Info    56   Total Days For Eeoc Hearing
20   Date Of Informal Resolution    57   EEOC Appeal
21   Date Formal Complaint Filed    58   Eeoc Appeal #2
22   Dt Filed Union Grievance       59   Date Final Agency Dec. Issued
23   Dt Filed Appeal With Mspb      60   Date Civil Action Filed
24   Office Complaint Filed With    61   Date Closed
25   Dt Counselor Informed Of F.C.  62   Reason Closed
26   Dt Counselor Filed Report      63   Total Processing Days
27   Dt Complaint Rec'd By EEO Off. 64   Total Counselor Report Days
28   Issue Codes                    65   Total Days For Advise/Rights
29   Date Occurred                  66   Total Days To Req Eeoc Hearing
30   Basis                          67   Total Days To Make Election
31   Issue Code Comments            68   Total Days For Fad Decision
32   Date Of Letter Of Acknow.      69   180 Days
33   Date To Ogc For Acc/Rej        70   Recommended Info. Gathering
34   Date Accepted By Ogc           71   Corrective Action
35   Total Days Ogc Acc/Rej         72   Complaint Status
36   Date Dismissed By Ogc          73   180 Days off Site Processing
37   Date To Ogc For Final Decision
```

```
    Print selection # 1 : 1,5,4,8
```
As many as 7 fields separated by commas may be selected to print on the report.

If a special header for the report is required enter that header at this prompt.

```
    Enter special report header, if
desired (maximum of 60 characters).
    EEO REPRESENTATIVES
```
Select the device, pressing returns will print the report to the screen.

```
DEVICE: <RET>  HOME    RIGHT MARGIN:
80// <RET>
```

EEO Complaint Tracking Menu
Station Report Menu
EEO Adhoc Report Generator

```
EEO REPRESENTATIVES                       AUG  3,1994  08:50    PAGE 1
                                                      Oeo
Complainant                   Case No.               Number
  Rep's Name
-----------------------------------------------------------------------------

ADHOC,DON                     94-546-33

ATTOR,WAYNE J.                94-546-157   OEO# 94-0012       94-0012
  NOW,HOWARD
BATES,LIMY                    94-546-22

BATES,NORMAN                  94-546-8   OEO# 11-2222         11-2222
  FARGO,LARRY
BRAN,FLAKES                   94-546-142

BURGER,HAM                    94-546-6

CAMPBELL,BRUCE                94-546-25   OEO# 94-1001        94-1001

EVANS,JIM                     94-546-7
  HOWARD DUCK
HANSCOM,AFB                   94-546-30

HELP,LES                      94-546-150

HYGENE,OREL                   94-546-122   OEO# 11-2222       11-2222
  LUMPKIN,HAROLD
LARS,NELS                     94-546-154

LOLLY,SAM                     94-546-15

LUSTER,LACK                   94-546-17
  ABERNATHY JERRY MCGUILICUDDY
NOIYA,PERRY                   94-546-149

P-546-113                     P-546-113
  DEVEN MYERS
P-546-145                     P-546-145

PISTOL,PETE                   94-546-20
  SHEETS,LARRY
```

Notice that there are complaints that show as just a case number. These cases are still informal and the complainant's name and identifying demographic information is confidential.

There are also a variety of sort and print suffixes and prefixes that may be applied through these Adhoc reports to modify the format of the output. For more examples of what can be accomplished through the use of an Adhoc reporting option, please consult the DHCP National Training Program's <u>DESIGNING YOUR OWN AD HOC REPORTS</u> which was issued as part of the documentation for Patient Representative Version 1.0.

EEO Complaint Tracking Menu
Station Report Menu
EEO Adhoc Report Generator

At the entry to this option you may select to generate Adhoc Reports from either formal complaint information or counselor information. The formal information reports will contain all the fields that the counselors information reports do, but counselor information is stored separately and is not updated after the complaint becomes formal. By comparing counselor and formal information reports, discrepancies between what was discussed with the counselor and the actual Formal Complaint may be identified.

```
Select Station Report Option: 3  EEO Adhoc Report Generator
  Choose From One of the Following Selections:

    1.   FORMAL INFORMATION
    2.   COUNSELOR INFORMATION

Generate EEO Adhoc report: FORMAL// 2  COUNSELOR
```

```
================ EEO INFORMAL Ad Hoc Report Generator ================

 1   Complainant                    16   Date Notice Of Final Inte rview
 2   Case No.                       17   Date Of Informal Resolution
 3   Station                        18   Date Extension Requested
 4   Service                        19   Length Of Extension Granted
 5   Position/Grade                 20   Date Formal Complaint Filed
 6   Job Title                      21   Date Union Grievance Filed
 7   Reps Name                      22   Date Mspb Appeal Filed
     Rep's Phone No.                23   Date Couns. Informed Of F.C.
     Rep's Street Addr.             24   Date Counselor Filed Report
     Rep's City Addr.               25   Issue Codes
     Rep's State Addr.              26   Basis
     Rep's Zip Code                      Issue Code Comments
13   Counselor's Name                    Narrative Information
14   Date Of Incident               29   Corrective Action
15   Date Initial Contact/Interview      Counselor Security
```

```
    Sort selection # 1 :
```

This report generator runs in the same manner as the previous example for Formal Information.

EEO Complaint Tracking Menu
Transmit a Single EEO Complaint

The primary transmission method for updating of both the station and the regions EEO data base is no longer through the issue of a server message immediately after the edit session. This update message will now only be transmitted once each 24 hours through a tasked option that is scheduled to run at a certain time each day. However if there is a need for an immediate transmission or retransmission for troubleshooting or if an urgent update is necessary on the corresponding data base this option may be invoked. Only formal records may be transmitted, and this option should be used sparingly to minimize E-mail traffic throughout the system.

Prompt/ **User Entry:**   Directions:


```
SELECT EEO Complaint Tracking Menu Option: 4
  Transmit a Single EEO Complaint
Select Complainant to transmit:   ATTOR,WAYNE J.
94-546-157        01-20-94



Another:   <RET>
      @ISC-CHICAGO.VA.GOV


   1       Enter/edit EEO files ...
   2       Inquire EEO Complaint File ...
   3       Station Report ...
   4       Transmit a Single EEO Complaint
```

Only Formal complaints can be selected and transmitted to the central data base.

You may enter as many complaints as need transmitting under this option. After finally striking <RET> at this prompt the system will appear to hang for a few seconds while the update message is prepared and then return the user to the EEO Complaint Tracking Menu.

EEO Counselor's Menu
Add/Edit Informal Compl. Info

This option is also under the EEO Complaint Tracking Menu. For an example of the enter/edit session, please refer to that option. Remember that it is the counselor that changes a complaint to formal status. After the counselor does this he will no longer be able to edit this record through this menu. If the complaint was made formal accidentally and there is additional information to enter, the complaint may be returned to the counselor's control by any EEO Specialist holding the EEO Complaint Tracking Menu. This would be done by deleting the Date Formal Complaint Filed field under the Enter/Edit Formal Info option.

EEO Counselor's Menu
Print Complaint Intake Form

This option is also found on the EEO Complaint Tracking Menu, input and examples are provided under that menu topic. When the counselor uses this option only the cases for which he has Counselor Security will be available for selection.

EEO Counselor's Menu
Notice of Final Interview

The letter printed by this option will be conveyed to the complainant when the counselor has enough information to schedule a final interview.

Prompt/ **User Entry:**   Directions:


```
    1       Add/Edit Informal Compl. Info.
    2       Print Complaint Intake Form
    3       Notice of Final Interview
    4       Notice of Rights and Responsibilities
```

The counselor may select any of his complaints at this prompt.

```
Select Counselor's Menu Option: 3  Notice of
Final Interview
Select COMPLAINANT: SUCEED,WILL     P-546-152
--
Number of Copies: 1//   <RET>
Date of Notice of Final Interview: AUG 02,
1994//
<RET> (AUG 02, 1994)

COUNSELOR:  LOTTA,DON//   <RET>
```

Up to four copies may be selected for printing.

If there is no entry in the counselor field the default here will be the person who is assigned security for the complaint.

Enter the EEO Officer's name, this points to the New Person file.


```
EEO OFFICER: ASHE,ARNOLD
DEVICE: HOME//   <RET>   HOME
```

EEO Counselor's Menu
Notice of Final Interview

Date: AUG 02, 1994

From: DON LOTTA

Subj: Notice of Final Interview With EEO Counselor

  To: SUCEED,WILL

1.   This is notice that on the above date the final counseling
interview was held in connection with the matter you presented to the
EEO Counselor.

2.   If you believe you have been discriminated against on the basis of
race, color, religion, sex, age, national origin, disability, or
reprisal, you have the right to file a 'COMPLAINT OF DISCRIMINATION'
WITHIN 15 CALENDAR DAYS AFTER RECEIPT OF THIS NOTICE.

3.   The complaint must be in writing and may be filed in person or by
mail with ARNOLD ASHE, EEO Officer/Director, or any of the following
officials:

Secretary   Deputy Assistant Secretary for
Department of Veteran Affairs   Equal Employment Opportunity
810 Vermont Avenue, N.W.   Office of Equal Opportunity (06)
Washington, D.C. 20420   Department of Veterans Affairs
                                       810 Vermont Avenue, N.W.
                                       Washington, D.C. 20420
Federal Woman's Program Manager
Office of Equal Opportunity (06A)
Department of Veterans Affairs
810 Vermont Avenue, N.W.
Washington, D.C. 20420

4.   The complaint must be specific and limited to matters discussed
with the EEO Counselor. In addition, although you are entitled by
EEOC regulations to file your complaint with any of the above named
officials, the initial determination as to the acceptability of your
complaint will be made by the above identified EEO Officer. If filed
with any other official, that official will transmit the complaint to
the EEO Officer. Consequently, it is to your advantage, in terms of
timely processing, to file your complaint with the above identified EEO
Officer. You will receive a notice of receipt of your complaint from
the EEO Officer.

                         _____ _____
                         Signature of Aggrieved   Date

                         _____
                         Signature of EEO Counselor   Date

EEO Counselor's Menu
Notice of Rights and Responsibilities

This option will print the Notice of Rights and Responsibilities, which if an informal resolution had not been reached, is the letter the counselor would furnish the complainant before the conclusion of counseling. This letter will provide the complainant with the information he needs to proceed with his complaint.

Prompt/**User Entry**:

```
Select Counselor's Menu Option: 4  Notice of
Rights
and Responsibilities
Select COMPLAINANT: SUCEED,WILL  P-546-152
--

Number of Copies 1//   <RET>


COUNSELOR: DON LOTTA// <RET>
DEVICE: HOME// <RET> HOME
```

Directions:

Enter any of the counselor's complainant's names.

Up to four copies may be selected for printing.

If there is no entry in the counselor field the default will be the individual assigned security for the complaint.

EEO Counselor's Menu
Notice of Rights and Responsibilities

```
DON LOTTA  EEO COUNSELOR

NOTICE OF EEO COMPLAINT RIGHTS AND RESPONSIBILITIES

SUCEED,WILL


1.  In connection with the EEO matter which you brought to my attention,
you have certain rights and responsibilities, of which I am required to
advise you, in writing, at this time.

2.  Those rights and responsibilities are:

     a.  The right to remain anonymous during EEO counseling.  I will
divulge your name to others only if you authorize me to do so.  You
should know, however, that it may be very difficult to resolve your
complaint informally if you choose to remain anonymous.

     b.  You have the right to a representative during the EEO complaint
process, including at EEO counseling.  You may select anyone to represent
you as long as their position with VA would not represent a conflict of
interest.  I cannot be your representative.

     c.  If you are a member of the bargaining unit, you may have the
right to file a grievance on this matter.  If you wish to do so, contact
the union. You should know, however, that you may not file both an EEO
complaint and a grievance.  Whichever you file first, (a formal complaint
or a step 1 grievance) will be considered your election to proceed in that
forum.

     d.  If you are complaining about a matter appealable to the Merit
Systems Protection Board (MSPB), you may file an EEO complaint or an MSPB
appeal, but not both.  Whichever you file first (a formal complaint or an
MSPB appeal) will be considered your election to proceed in that forum.

     e.  You have the right to file a formal EEO complaint 30 calendar
days after your initial contact with me, unless you agree, in writing, to
an extension of up to 60 calendar days.  You also have the right to file
a formal complaint within 15 calendar days of receipt of a written Notice
of Final Interview With EEO Counselor from me.

     f.  If you are complaining about age discrimination, you have the
right to file a lawsuit in Federal District Court, without filing a
formal EEO complaint, if you first notify the Equal Employment
Opportunity Commission (EEOC), 1801 L Street, NW Washington, DC 20507 of
your intent to do so, at least 30 calendar days in advance of the filing
of your lawsuit.

     g.  If you are complaining about sex based on wage discrimination
(that is, being paid less than a person of the opposite sex even though
you are doing equal work), you may file a formal EEO complaint, or file a
lawsuit  directly in Federal District Court, under the Equal Pay Act.  In
addition to other remedies available through the Formal EEO complaint
process, liquidated damages are available where there has been a willful
violation of the Equal Pay Act.
```

EEO Counselor's Menu
Notice of Rights and Responsibilities

h. If you file a formal EEO complaint which is procedurally acceptable, you have the right to a hearing before an Administrative Judge of the EEOC after 180 days from the date you file your formal complaint or after completion of the investigation, whichever comes first.

i. Except for complaints of age discrimination, you have the right to file a lawsuit in Federal District Court at any time 180 days after filing a formal EEO complaint, up to 90 calendar days after receiving a final agency decision from VA. You also have the right to appeal a final agency decision to EEOC, within 30 calendar days of receipt . If you choose to appeal a final agency decision to EEOC, you have the right to file a lawsuit in Federal District Court at any time 180 calendar days after filing such an appeal, up to 90 calendar days after receiving an appellate decision from EEOC.

j. If you believe that other individuals, similarly situated to you, have suffered from the same kind of discrimination, you may have the right to file a class action complaint. A class action complaint must allege that you have been individually harmed by a VA personnel management policy or practice which has similarly harmed other class members. As class agent, you must allege that the class is so numerous that a consolidated complaint of the members of the class is impractical; that there are questions of fact common to the class; that your claims are typical of the claims of the class; and that you or your representative will fairly and adequately protect the interests of t he class. EEOC also requires that a class agent be represented by a qualified attorney.

k. You have the responsibility to cooperate with the VA during the processing of your complaint. If you file a formal EEO complaint, you must keep VA informed of your current address; you must claim any certified mail sent to you; and you must cooperate with any investigator assigned to your complaint. If you eventually file an appeal with EEOC about your complaint, you must serve copies of your appeal papers on VA.

l. If your complaint involves backpay, you have a duty to mitigate damages, by actively seeking and/or retaining employment. Interim earnings or amounts which could be earned by a c omplainant with reasonable diligence generally must be deducted from backpay.

m. Finally you must limit any formal EEO complaint you may file to those matters you discussed with me, or to like or related matters (that is, matters which are sub-components of those matters or which are unmistakably derived from those matters). To protect your rights, discuss everything with me before you file a formal EEO complaint.

3. If you wish to discuss your rights and responsibilities further please advise:

 DON LOTTA (Your EEO Counselor)

Received by: _____   Date: _____
                    WILL SUCEED

EEO Counselor Security

This option is not attached to any of the EEO menus and should only be given to the EEO manager or his delegate. The function of this option is to assign Counselor security to informal complaints. With version 2.0 this security is assigned automatically to the person who does the initial entry of the complaint, whether that person is an EEO specialist, counselor, or data entry person. Only the person with this "Counselors Security" would be able to access the complaint while it is in the informal stage. If that person where no longer available this security would have to be assigned to someone else, this option will reassign this security when necessary.

Prompt/ User Entry: Directions:

Change Counselor Complaint Access

This is the only option that will allow selection of all complaints, both formal and informal.

Select Complaint: **BABER,SCOTT**   P-546-176
01-09-95
Assign to which Counselor: LOTA,JOE//
STEVENS,JAY

After a complaint is selected a prompt for which counselor is to be assigned this complaint is issued. This person selected here must be in the New Person file (200). The default response will be the current holder of the Counselor Security.

   Counselor Security for BABER,SCOTT is now assigned to STEVENS,JAY

Press <RET> here to exit the option.

Select Complaint: **<RET>**

Now only Jay Stevens may view/edit the complaint information until the complaint becomes formal.

Glossary

ACC   Used as an abbreviation for acceptance.

Automatic   A mechanical response that requires no user
                                   action.

Basis   Type of discrimination for which the EEO
                                   Complaint has been filed. Choices include:

                                   1)   AGE
                                   2)   COLOR
                                   3)   HANDICAPPED-MENTAL
                                   4)   HANDICAPPED-PHYSICAL
                                   5)   NATIONAL ORIGIN
                                   6)   OTHER
                                   7)   RACE-ASIAN AMERICAN
                                   8)   RACE-AMERICAN INDIAN
                                   9)   RACE-ALASKAN NATIVE
                                   10) RACE-BLACK
                                   11) RELIGION
                                   12) REPRISAL
                                   13) RACE-HISPANIC
                                   14) RACE-OTHER
                                   15) RACE-PACIFIC ISLANDER
                                   16) RACE-WHITE
                                   17) SEX-FEMALE
                                   18) SEX-MALE

Bulletin   A means of notification to an internal mail
                                   group of actions taken to transmit data.

Case Number   A number assigned to each EEO complaint; a
                                   computer-generated letter/number
                                   combination.

Closed   Refers to the local definition of a case being
                                   completed. The record is marked "closed".
                                   Closed records will no longer be available
                                   for editing purposes.

Complaint Status	Automatic status designation assigned to a case. Can be any one of the following:

- INFORMAL
- ACC PND FIELD
- ACC REV @ OGC
- OGC DISMISSED
- INV PND
- INVESTIGATION
- ADVISED/RIGHTS
- HEARING PND
- FAD PND
- CLOSED
- DELETED

Computed Field	Automatic entry into specific fields, such as today's date when "T" is typed.
Counselor Security	The security assigned to the Counselor/EEO Specialist who has the ability to enter/edit informal information on specific EEO preformal complaints. Assigned initially to the user who enters the complaint into the system.
Data	Information.
Data Base	(See File).
Data Dictionary	A description of the file containing the categories of data that the user requires to produce the desired reports and printed documentation.
Deleted Complaint	An EEO record that is considered to not be a valid item, such as an error in data entry, and is eliminated from the statistics.
Device	A piece of hardware that produces output of some sort, such as a printer (paper output) or terminal(display output).

DHCP   Decentralized Hospital Computer Program,
                                as used by the VA.

Domain   A network address.

E-Mail   Electronic mail.

Edit   To change data stored in a file.

EEO Complaint   A complaint based upon at least one of the
                                twenty-five valid and specific issue codes.

EEOC   Equal Employment Opportunity Commission.

FAD   Abbreviation for final agency decision.

Field   In an entry, a specified area used to hold
                                values.

File   A set of related records (or entries) treated as
                                a unit.

Free Text   A space for the user to enter a limited
                                number of characters of his/her choice.

Functional Description   A discussion of how something works or its
                                main working parts.

Hardware   Components of a computer (e.g., disk drives,
                                internal circuits, monitors, peripheral
                                equipment).

Input   Information that is entered into a computer,
                                usually by means of typing on a keyboard.

INV   Abbreviation for Investigator.

Issue Codes	List of twenty-five specific and valid codes for which an EEO complaint may be filed. List includes:

1) Admonishment
2) Assignment of Duties
3) Award
4) Conversion to Full Time
5) Demotion
6) Duty Hours
7) Equal Pay
8) Examination/Test
9) Failure to Hire
10) Failure to Promote
11) Harassment
12) Non-Selection
13) Other
14) Performance Appraisal
15) Reassignment
16) Reinstatement
17) Reprimand
18) Retirement
19) Sexual Harassment
20) Suspension
21) Termination/Removal
22) Time and Attendance
23) Training
24) Whistleblowing (EEO-related)
25) Working Conditions

Investigator Finding	Investigator conclusion: "N" for No finding of discrimination or "F" for discrimination found.

Menu	A computer display from which the user selects a process for the computer to perform, such as print a report, enter, review or revise data, etc.

OGC	Office of General Counsel.

Open Complaint	The case or record is marked locally as being "Open" or still editable, not complete.

Option	One of the items of choice in a menu.
Output	Information that comes out of a computer, either on printed paper or as a display on the terminal screen.
Package	A series of computer programs that encompasses one major function, such as tracking of EEO Complaints.
Parameter	A computer term referring to information supplied to the computer by the user in order to set up the files, programs, and routines to perform particular required functions.
PND	Abbreviation for pending.
Queue	The process by which computer programs are scheduled to run at specific times.
Reason Closed	Numeric indicator of EEO Complaints marked "closed", such as:

"1" for settlement
"2" for agency decision
"3" for rejection by OGC
"4" for Civil Action filed
"5" for withdrawal
"6" for cancellation
"7" for failure to prosecute
"8" for other

<RET>	A symbol used in documentation to refer to the process of pressing the "return" or "enter" key on a keyboard. This key is always on the right side of the keyboard, is often larger than the other keys, and is often shaped like a reversed or upside-down letter L. A computer keyboard differs from a typewriter in that a typed entry is not always transferred from the keyboard to the computer until this key is pressed.

REV	Abbreviation for review.
Routine	A group of instructions that tells the computer what to do.
Server	An automated mail protocol that is activated by sending a message to the server. A server's activity is specified in the OPTION file (19) and can be the running of a routine or the placement of data into files.
Site Name	Terminology for the name or number of the VA facility.
Site Parameters	That information specific to the site and required for the functioning of the software.
Software	Computer terminology that refers to computer programs and routines in general.
Station	Facility, region, and/or VACO.
Terminal	A hardware device that displays information by means of a Cathode Ray Tube, similar to a television screen. A keyboard is attached for use in entering data into the computer.
Type	1) To process handwritten material by use of a keyboard. 2) EEO Investigator designation: "1" for Adhoc "2" for Retired Annuitant "3" for Region Specialist
User	Any person who uses the computer to enter or obtain information. In the DHCP system, all users who are authorized to use the computer are entered into a file called the NEW PERSON file (200).
Word Processing	Field within a program that allows unrestricted user input.